

Re: Unplugging Sanitary Sewer Backups in the Town of Amherst

You **should** notify the Department of Public works at (413)259-3050 between 7:30AM – 4:00PM Monday through Friday and the Police Department at (413)259-3000 during the evening hours and on holidays and weekends.

This policy will allow the Department of Public Works the opportunity to determine if the problem is in the main sewer lines rather than your home service.

When calling please give your name, telephone number, and the address of the problem sewer service.

Once Department of Public Works personnel have determine if the problem is in the main sewer or in the service they will notify you.

Should you fail to notify the Department of Public Works and the problem is in the main sewer line, the Department of Public Works liability for damages maybe greatly reduced.